Further to your Information request FOI64095 please find your questions and our responses below:

1. Revenues collection
   a. Does the Local Authority run its revenues collection function as an in-house service, or is this function outsourced to a 3rd party?
   **Response: It runs an in-house service.**
   b. If it is outsourced to a third party, who is it?
   **Response: Not applicable.**
   c. Approximately how many FTE do you typically have working within the Local Authority’s revenues collection function? (FTE is defined as the number of “Full Time Equivalent” staff members. For example, if there are two members of staff, one of whom works full-time and one of whom works half-time, their combined FTE figure would be 1.5 )
   **Response: 9.6 FTE**

2. Benefits provision
   a. Does the Local Authority run its benefits provision function as an in-house service, or is this function outsourced to a 3rd party?
   **Response: It runs an in-house service.**
   b. If it is outsourced to a third party, who is it?
   **Response: Not applicable.**
   c. Approximately how many FTE do you typically have working within the Local Authority’s benefits provision function?
   **Response: 10.6 FTE**

3. What is the Local Authority’s approximate annual expenditure on the revenue and benefits function? (Note: Please only include the administration cost and exclude the actual monetary value of revenues collected and benefits issued)
   **Response: £517, 000*  
   *These figures reflect salary costings for benefit assessment and council tax and business rate processing only, and do not include apportioned or recharged costs in respect of management, scanning and indexing functions, debt recovery or customer services.**

This concludes your request FOI64095.
If you require translation of the information you have been sent please do not hesitate the contact us.

If you are unhappy with the information we have provided in response to your request please write to:

   Information Management Team Manager  
   Royal Borough of Windsor & Maidenhead  
   Town Hall, St Ives Road  
   Maidenhead  
   SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

   http://www.rbwm.gov.uk/web/foi_information_request_statistics.htm

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

Chris Daniels  
Information Management Officer  
Information Management Team  
Operations Directorate  
Royal Borough of Windsor & Maidenhead  
Town Hall, St.Ives Road  
Maidenhead SL6 1RF